MARYLAND HEALTH BENEFIT EXCHANGE

Performance Measurement Plan

June 12, 2012

What's Been Said About Performance Measures?

Metrics

- Coverage rates among Maryland residents

- The effectiveness of the HIX to determine eligibility for MD Health Assistance Programs and determining APTC and cost sharing reductions

- Consumer Satisfaction Survey Results from Exchange and Medicaid users

- Effectiveness of the Exchange's plan comparison and enrollment tools in driving quality and price improvements

From MHBE Business Requirements Document 6/30/11

Key Measures of Success

- ## Lower Costs

- ## Expand Access

    – Reduce the number of Uninsured in Maryland

- ## Improve the Quality of Care

From Lt. Governor's April 12, 2011 speech on Health Care Reform

Guiding Principles

Accessibility - The Exchange should reduce the number of Marylanders without health insurance and improve access for all Marylanders.

Affordability - The affordability of coverage, within the Exchange and within the state, is essential to improving Maryland's health care system and economy.

Sustainability - The Exchange will need to be sustainable in order to succeed in the long run.

Stability - The Exchange should promote solutions that respect existing strengths of our state's health care system and promote stability within the Exchange.

Health Equity - The Exchange should work to address longstanding, unjust disparities in health access and health outcomes in Maryland.

Flexibility - The Exchange should be nimble and flexible in responding to the quickly changing insurance market, health care delivery system, and general economic conditions in Maryland, while being sensitive and responsive to consumer demands.

Transparency - The Exchange is accountable to the public, and its activities should be transparent, its services easily available, and its information easily understandable by the populations it assists.

From Recommendations for a Successful Exchange 12/23/11 Report

Core Measurement Categories

These Core Measurement Categories will be the broad performance measurement platforms to which all performance metrics will be derived:

1. **Affordability**

2. **Access**

3. **Consumer Satisfaction**

4. **Stability**

5. **Health Equity**

Examples of Data

Affordability	Access	Consumer Satisfaction	Stability	Health Equity
Number of people receiving premium and cost-sharing subsidies in the Exchange	Reduction in the number of uninsured Marylanders	Assess satisfaction with insurance coverage	Disruption of group health insurance market as a result of the Exchange	Disparities in health care across racial and economic lines
Average employee contribution for single and family coverage	Percent of Marylanders with a preventive care visit in the past year	Assess satisfaction of the Exchange	Churn rate	Rate of change in health outcomes

Main Data Sources

These agencies already analyze and produce a wealth of data for the State. The Exchange can utilize this data to help establish performance metrics.

CRISP – Chesapeake Regional Information Systems for Patients (Maryland Information Exchange)

DHMH – Department of Health & Mental Hygiene

HSCRC – Health Services Cost Review Commission

MHCC – Maryland Health Care Commission

MIA – Maryland Insurance Administration

Next Steps

- Engage an consultant

  - ❑ Assess current available data & data sources from main data sources

  - ❑ Categorize the data into the core performance measurement categories

  - ❑ Select the metrics

  - ❑ Establish goals

  - ❑ Create internal operational dashboard including State Stat measures

Timeline

June 2012

Publish RFP

Aug - Sept 2012

Categorize Data into main performance categories

July 2012

Award Consultant RFP

Oct 2012

Make Recommen-dations to the Board